

## **Desk Aid for Career Centers Guard at Home Program**

### ***Basic Facts:***

#### **Q. What is the Guard at Home program?**

A. The Guard at Home program was established with House Bill 1787 to help the spouses of Missouri Guard and Reserve troops who have been deployed. This pilot program will provide services to the families of veterans to address their immediate needs, and build a path to employment to help keep the family from falling into poverty while the family's primary income earner is on active duty deployment.

#### **Q. When will the program start?**

A. August 1, 2006.

### ***Dealing with Questions:***

#### **Q. Can I refer people to a particular website for facts about Guard at Home?**

A. See [www.ded.mo.gov/wfd](http://www.ded.mo.gov/wfd) for the Guard at Home fact sheet.

#### **Q. If someone comes into the Career Center inquiring about the Guard At Home program, what should I do?**

A. Provide them with a copy of the Guard at Home fact Sheet and direct them to the Career Center WIA Dislocated Worker staff, or the Veterans Representative, or as local policy dictates. A GreatHires Registration is required for this program and the customer can be directed to the Resource room to begin the GreatHires Registration Process while they are waiting to see a Veterans Rep or WIA staff person.

#### **Q. If someone from a bordering state calls or stops by asking if they are eligible for Missouri's Guard at Home program, what should I tell them?**

A. WIA Dislocated Worker Services, including services to Displaced Homemakers, are available to anyone meeting the eligibility criteria. Services offered through the Guard at Home program are the same as those provided by WIA funds but limited to Missouri residents.

#### **Q. Who will handle marketing and outreach for this program?**

A. Outreach will be handled by Career Center outreach staff. They will work with local Guard and Reserve contacts to provide information and answer questions. Additionally, they will disseminate information about Guard at Home to community and faith based organizations and other locations where impacted individuals might seek assistance. My Career Center outreach contact is \_\_\_\_\_

### ***Eligibility for the Program:***

#### **Q. Are there any "financial eligibility" criteria for the Guard at Home Program?**

A. No, but there are other criteria. See below.

**Q. Does everyone in the military qualify?**

A. Only those people who meet the following criteria are eligible for the Missouri Guard at Home Program:

- The spouse of an active duty National Guard of reserve component member and,
- The primary income earner was called to active duty in defense of the United States for a period of more than four months, or
- A returning national guard or reservist who needs assistance with finding work in situations where an individual needs to rebuild business clientele or where an individual's job has been eliminated while such individual was deployed.

**Q: Can someone be enrolled into a two-year nursing program?**

A. This is a WIA Dislocated Worker Program, so normal WIB Region policies apply to length of training allowed based upon the client's assessment, IEP, and choice of career.

**Q: What documentation is required?**

A. Regular WIA program documentation is required for this program plus;

- An Applicant Statement attesting to their relationship with the active service member; (A copy of the APPLICANT STATEMENT is attached)
- A copy of the Service members orders showing period of duty of more than four months;
- A copy of the spouses military ID;
- Returning guard or reserve members need a copy of their DD-214, Member 4 or a copy of their separation orders.

***Additional Services:***

**Q: What other services may be available to returning military services members**

A. See below:

- State Veterans Ombudsman, Pat Rowe Kerr, is one resource to provide information about additional financial resources that Guard at Home customers might be able to access. She can be reached at [pat.kerr@mvc.dps.mo.gov](mailto:pat.kerr@mvc.dps.mo.gov) or (573) 522-4220.
- Returning Guard or Reserve members who indicate they are unable to return to their previous employment might be eligible for reemployment assistance under the Uniformed Services Employment and Reemployment Rights Act (USERRA). They should be referred to USDOL-VETS at 573-751-3921.

**Q: Will services other than training or supportive services through WIA be provided through this resource?**

A. We hope to identify other resources during the rollout process, and hope local staff will also continue to identify resources available in the community (perhaps as we implement SHARE).

## **FAQ for Workforce Staff Guard at Home Program**

### ***Basic Facts:***

#### **Q. What is the Guard at Home program?**

A. The Guard at Home program was established with House Bill 1787 to help the spouses of Missouri Guard and Reserve troops who have been deployed. This pilot program will provide services to the families of veterans to address their immediate needs, and build a path to employment to help keep the family from falling into poverty while the family's primary income earner is on active duty deployment.

#### **Q. Where do I direct programmatic questions about Guard at Home?**

A. To Roger Baugher at [roger.baugher@ded.mo.gov](mailto:roger.baugher@ded.mo.gov) or (573) 751-7897.

### ***Eligibility:***

#### **Q. What income guidelines do Guard at Home clients have to meet?**

A. There are no income guidelines to this program. The Guard at Home legislation states that eligible participants in the program shall be those families where:

- The primary income earner was called to active duty in defense of the United States for a period of more than four months;
- The family's primary income is no longer available;
- The family is experiencing significant hardship due to financial burdens; and
- The family has no outside resources available to assist with such hardships;

### ***Service Guidelines:***

#### **Q. Where will the 20% match come from; must it come from the contractor's funds?**

A. The match is expected to be funds that are used for the financial assistance services provided to this population that can not be paid from WIA funds. It may be from contractor funds, or from other community resources or from specific funds identified for Veterans (like the Veteran's Relief Fund accessible through Missouri Veterans Commission.) Contracts would likely identify POTENTIAL sources of cash match, but reported match will be from ACTUAL sources utilized for these services.

#### **Q. If my region did not receive a Guard at Home grant, how do I deal with people who may come into my Career Center requesting these services?**

A. Serve them as you would a Displaced Homemaker, with Dislocated Worker funds, and utilize the Guard at Home mass layoff code to identify the participant.

#### **Q. Can any services, other than those we can provide as training or supportive services through WIA, be provided through this program?**

A. Within Guard at Home, there is a match requirement of 20% (cash) that is intended to be identified from other local sources that assist with those needs that cannot be met with WIA funds. In regions, that will not be receiving a specific allocation, the match requirement does not apply.

**Q. Since spouses of active Guard or Reserve members will be eligible for Dislocated Worker services as a displaced homemaker, can I assume that we can utilize the statewide pool of classroom training funds set aside at DESE for Dislocated Workers?**

A. Anyone that fits the definition of “displaced homemaker”, as now defined to include spouses of activated Reserves or Guard, should be served as a Dislocated Worker and if they meet that new definition, can be tracked as Guard at Home participants. As you suggested, they would be eligible for any Dislocated Worker services available in the Region, to include access to DW funds at DESE (if training is identified as an individual need).

**Q. Where will the funding for the ‘financial assistance’ services come from?**

A. This will come from the local match required to receive this grant. The workforce system's function with the financial assistance component is connecting Guard at Home customers with the financial resources available. This would include resources not only available to veterans, but other community resources that might meet individual needs. Think from a holistic customer service delivery perspective, like we do with other programs (SHARE, etc). It is important to manage expectations about what the program can deliver and use networks to selectively target this to a specific audience.

***Data Entry:***

**Q. How do we enter Guard at Home client information in Toolbox?**

A. See below:

- Guard At Home participants must be registered in GreatHires and enrolled in the WIA Dislocated Worker/Displaced Homemaker program in Toolbox.
- When completing the Staff Assisted Record in GreatHires, select the drop down box for Dislocated Worker and click on Displaced Homemaker, and then Submit Changes.
- The Mass layoff screen will appear click on the Mass layoff event and select 1583-Guard at Home Jefferson City 08/01/2006.
- If the applicant is currently employed, then complete the employer information. Submit Changes.
- The GreatHires record will now identify the participant as Guard at Home on the participant's homepage.
- When the WIA staff register the participant in the WIA Dislocated Worker program click on the Dislocated Worker page and verify the Guard at Home information. If necessary click on the Mass Layoff drop down box and select Mass layoff Event 1583-Guard At Home, Jefferson City 08/01/2006.
- After completing the WIA registration and activity is selected, those WIA Regions that have Guard at Home Funds available should select the Displaced Homemaker 25% Guard at Home funding bucket. Those Regions who do not have Guard at Home funds should select the DW Formula Funds funding bucket for activities provided.
- For data entry questions, call Don Rahm at (573) 526-8268.

## APPLICANT STATEMENT

### Guard at Home Program

I HEREBY CERTIFY, UNDER PENALTY OF PERJURY, THAT

I \_\_\_\_\_:

- ☐ Am the spouse of an active duty National Guard or Reserve component service member who was called to active duty in defense of the United States for a period of more than four months;
- ☐ My spouse was the primary income earner in the family and the primary income is no longer available;
- ☐ Our family is experiencing significant hardship due to financial burdens; and
- ☐ Our family has no other outside resources available to assist with such hardships.

I certify that the information given on this attestation is true and accurate to the best of my knowledge and belief. I understand that such information is subject to verification and I further realize that falsified or fraudulent information may result in the rejection of this application, subsequent termination from the WIA program, or prosecution under the law.

\_\_\_\_\_  
Applicant Signature and Date

\_\_\_\_\_  
Corroborating Witness Signature and Date

\_\_\_\_\_  
Applicant's Address

\_\_\_\_\_  
Witness' Relationship to Applicant

The above applicant statement is being utilized for documentation of eligibility for the Guard at Home program. A copy of the National Guard or Reserve Orders showing a period of duty of more than four months **MUST** be included in order to support this attestation.

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date